Transportation and Public Works Performance Measures 2005-2006

Core Business Area: Highway Operations								
Outcome	**Measure**	**Data**					**Target**	**Strategic Actions to Achieve Target**
Highway services that address customers' needs.	Per cent Nova Scotians indicating they are satisfied or very satisfied with the provincial highway system. Based on responses in a random sample of Nova Scotians, 16 years and older.	2000: 54% 2001: 50% 2002: 50% 2003: 59% 2004: 63%					Maintain or increase the percentage that are satisfied or very satisfied with the provincial highway system.	• Audit summer/winter performance standards to identify and correct performance gaps. • Increase Road Improvement Money (RIM) fund for the maintenance and repair of rural roads. • Increase capital budget for highways and bridges. • Increase maintenance improvement funding. • Manage public expectations by communicating our limitations and standards, and by clarifying our mandate. • Improve response to customer service issues through the use of a province-wide computer tracking system.
	Meeting customers' service expectations in the following service areas: A. filling cracks and potholes B. paving sections of the highway C. surface condition of shoulders D. helpfulness of non-commercial highway signs Per cent of Nova Scotians indicating that the service is "very important" and rating it as less than "excellent".[1]		A	B	C	D	By 2007-08, decrease the service "gap" in these areas: A. filling cracks and potholes B. paving sections of the highway C. surface condition of highway shoulders D. helpfulness of non-commercial signs	• Audit summer/winter performance standards to identify and correct performance gaps. • Increase Road Improvement Money (RIM) fund for the maintenance and repair of rural roads. • Increase capital budget for highways and bridges. • Increase maintenance improvement funding. • Continue to upgrade guide signing at intersections on secondary roads in order to conform with new guide signage standards.
		2000	87%	73%	68%	58%		
		2001	80%	69%	63%	63%		
		2002	88%	78%	72%	71%		
		2003	85%	68%	67%	66%		
		2004	86%	71%	68%	60%		

[1]Gap analysis, measures the "gaps" between what Nova Scotians consider important, and the quality rating offered by residents to these particular services. A "gap" exists if the service is considered to be of great importance to the public, while at the same time service expectations are not being met. Lower gap scores indicate that service expectations are being met, high gap scores show that there is a problem.

Core Business Area: Highway Operations				
Outcome	**Measure**	**Data**	**Target**	**Strategic Actions to Achieve Target**
Highway infrastructure that supports economic growth.	Level of riding comfort for 100-series highways. International Roughness Index is measured on a scale of 0 - 5, where 0 = smoothest and 5 = unacceptable.	2002: 1.48 2003: 1.45 2004: 1.41	Maintain the level of riding comfort on 100 - series highways. An IRI value of 1.6 or below is considered good according to the National IRI Survey - 2001.	• Continued commitment of resources to resurfacing 100 series highways in order to achieve a higher percentage of roads with acceptable roughness ratings. • Make the contractor responsible for product quality by using End Product Specifications on all suitable paving contracts.

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Core Business Area: Public Works				
Outcome	**Measure**	**Data**	**Target**	**Strategic Actions to Achieve Target**
Improve highway safety.	Casualty (fatality and injury) rate[3] per 10,000 motor vehicles registered.	2000: 123.9 2001: 109.4 2002: 102.8 2003: 94.4	Continue to decrease casualty rate per 10,000 motor vehicles registered.	• Implement road engineering features, dimensions and programs that have been proven, or estimated, to contribute to collision prevention or minimizing the consequences of occurring collisions. Examples include: Roundabouts, geometric design changes (i.e., wider paved shoulders and a guardrail policy), traffic control devices, expansion of Road Weather Information System. • Refinement of a safety management system which identifies priority high collision locations. • Through leadership of the Road Safety Advisory Committee continue to build upon a strong network of partners (i.e., Department of Justice, Office of Health Promotion, Service Nova Scotia and Municipal Relations, Nova Scotia Utility and Review Board, Nova Scotia Safety Council, Dalhousie Vehicle Research Team, Policing Partners etc.) in collaborative efforts to identify current and emerging priority safety topics as well as an ongoing review of existing programs. • Pursue initiatives under Road Safety Vision 2010, Canada's National Road Safety Strategy, to ensure Nova Scotia supports national goals (i.e., decrease of 30% in the average number of road users fatally or seriously injured) and sub-targets (i.e., reductions in collisions related to unbelted occupants, drinking drivers, vulnerable road users, young drivers, rural roadways, commercial vehicles etc.). • Continue to increase awareness of road safety issues and impacts through initiatives including: Road safety Vision 2010 Annual Progress Report, Cara Johnston High School Tour, research of current and emerging road safety issues. • Continue to enhance regulations under the *Motor Vehicle* Act to provide a framework for addressing safety issues and new initiatives aimed at improving driver behavior and vehicle safety. • Provide direction and input related to road safety issues to the Office of Health Promotion and other provincial stakeholders as part of the development and implementation of initiatives including: a Social Marketing Strategy for Road Safety and a Provincial Injury Prevention Strategy.

[3]Casualty rate results are impacted by driver, vehicle, enforcement, education and engineering programs.

Core Business Area: Public Works				
Outcome	**Measure**	**Data**	**Target**	**Strategic Actions to Achieve Target**
Improve safety of commercial carriers.	Involvement of commercial vehicles in collisions. Compare average period 1996 to 2001 with average period 2008 to 2010 with respect to collisions involving commercial vehicles.[3]	The average number of collisions per year involving commercial vehicles over the period of 1996 to 2001 was 35. 2000: 46 2001: 39 2002: 21 2003: 28	By 2008 to 2010, a 20% reduction in the average number of collisions involving commercial vehicles.	• Adopt and implement new North American Cargo Securement Standards for commercial vehicles. • Increase the number of "Commercial Vehicle Safety Alliance" inspections carried out by 10%. • Work with industry and other stakeholders to increase the safety of commercial vehicles through continued monitoring of commercial vehicle safety, load securement rules, implementation of commercial vehicle safety initiatives (i.e., hours of service regulations).
Energy efficient and sustainable buildings	Per cent of completed projects that have energy performance that meets or exceeds the Commercial Building Incentive Program (CBIP) requirements. [25% better than Model National Energy Code for Buildings (MNECB)]	In 2004-05 (base year), 3 out of 4 met CBIP requirements, where applicable.	Annually, 90% of new building projects to meet CBIP requirements.	• Early submission of documentation to Natural Resources Canada - to allow time for adjustment if necessary. • Improve design standards. • Review and investigate new technologies for energy performance.
	Comparison of simulated energy performance data to actual energy performance	Data not yet available	By 2005-06, 90% of actual results are consistent with theoretical results.	• Require building users to collect and report data to TPW for first full year of occupancy. • Analyze data to identify reasons for any differences between actual and simulated energy performance.

[3]The baseline period for the Road Safety Vision 2010 national target (i.e., decrease of 30% in the average number of road users fatally or seriously injured) and sub-targets (i.e., reductions in collisions related to seat belts, drinking drivers, vulnerable road users, young drivers, rural roadways, commercial vehicles etc.) is from 1996 until 2001 - the time frame of the initial road safety plan, Road Safety Vision 2001. The benchmark data, against which the success of the various targets of the renewed Vision will be measured, are the average number of fatalities and serious injuries that occurred as a result of traffic collisions during that period. The targets of Road Safety Vision 2010 are expressed as average decreases in fatalities and serious injuries during the 2008-2010 period, rather than simply as fatality and serious injury totals during 2010, to provide a more reliable indication of the safety improvements that occur during the decade.

Core Business Area: Public Works				
Outcome	**Measure**	**Data**	**Target**	**Strategic Actions to Achieve Target**
Energy efficient and sustainable buildings	Percent of buildings that are designed using Leadership in Energy and Design (LEED) and achieved LEED certification.	In 2004-05 (base year), 1 building was designed to LEED and 2 new schools have design underway with the objective of meeting LEED.	By 2006-07, 100% of new building projects to be designed using LEED as a guide and 50% to receive LEED certification when completed.	• Promote benefits of using LEED for new building design. • Clearly identify requirements for LEED in consultants agreements and compensate consultants for extra work involved.

Core Business Area: Government Services				
Outcome	**Measure**	**Data**	**Target**	**Strategic Actions to Achieve Target**
Appropriate and cost efficient accommodation and property services provided.	Satisfaction of government clients. Per cent clients indicating "satisfied and very satisfied" responses (based on rating scale).	2001-02: 92% 2002-03: 97% 2003-04: 84%	Maintain a high level of satisfied clients.	• Work closely with client contacts to ensure our services are delivered in an efficient and cost effective manner. • Ensure client contacts are familiar with the Government policies and legislation that governs our business. • Ensure client contacts are given regular status reports on all projects. • Contact all clients following completion of a project for feedback on the project results and for suggestions on how we might improve our services.
High availability or 'uptime' for public safety network field communications for public safety organizations (police, fire, ambulance) in Nova Scotia.	Percentage of time the site is available to process local and multi-group radio calls, also called 'uptime.'	2002: 99.89% 2003: 99.97% 2004: 99.95%	99.90% network availability or 'uptime.'	• Monitoring of monthly network performance reports on all 68 network sites and follow-up (i.e., resolution efforts), at regular operations meetings with Aliant, of any individual tower or system outages. This includes approval of corrective actions including coordination of planned and emergency maintenance activity. • Ongoing activity ensuring that the contractor adds physical assets to the network to meet contracted performance uptime (i.e., ensuring/and approving Aliant additions of additional repeaters to a given tower site). • The addition of Government purchased TMRS repeater assets to the system.